

Dimensions Publication Scheme – Social Tenant Access to Information Requirements (STAIRs)

Most of the information we are required to publish is available in this section of the website - <https://www.dimensions-uk.org/good-to-know/information-for-tenants/>

STAIRs topic	What we will publish	Where tenants can find it			
		Website	Tenants Report	Complaints Report	Your Regional Housing Advisor
Who runs Dimensions Housing?	Details for all Board members and Executive Directors.	✓			
	In addition, names of senior leaders responsible for the following Housing-specific roles are published in 'Information for Tenants' - Housing and Property Compliance; Health and Safety; Complaints	✓	✓		
	Information about our Board and committees.	✓			
	Information about how decisions are made.	✓			
How decisions are made	Summaries of key decisions that affect tenants.		✓		
Listening to tenants	Information about tenant consultations, Scrutiny Panel activities, meeting summaries and how tenant feedback has influenced decisions.	✓	✓	✓	✓
How we spend money	Information on rents, service charges, grants received and how money is invested in homes and services.		✓		
Looking after homes	Information on repairs, maintenance, improvements, development activity and investment in housing.	✓	✓		
Managing housing safely	Information about gas, electrical and fire safety, damp and mould, building compliance and other safety checks.	✓	✓		
Our performance	Tenant Satisfaction Measures, complaints performance, Ombudsman outcomes and key service performance data.	✓	✓	✓	
Regulation and inspection	Information about regulatory engagement, inspection outcomes and any relevant findings.	As a small Registered Provider, we do not have inspections from the Regulator of Social Housing. Information about engagement would be included in the Dimensions Annual Report			
News and updates	Housing-related news, service updates and important announcements.	✓	✓		✓
Help and advice	Easy Reads, tenant guidance and information about housing services and tenant rights.	✓			✓
Housing policies	Policies that affect tenants, such as complaints, repairs, anti-social behaviour, safeguarding, rent and service charges.	✓			✓
Requests for information	Information about how to request information	✓			✓
	Summary of requests we have received and responded to under STAIRs	✓	✓		